ATTACHMENT 14
MANAGERIAL AND TECHNICAL RESUMES

Laila Hemani

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SUMMARY OF QUALIFICATIONS

Experience includes diverse managerial skills in distribution, planning and organizing. Restructured two alternate delivery companies to obtain quality distribution, requiring the recruitment of a competent staff. Experience in establishing sales and circulation goals and motivating staff to attain goals. Heavy focus on customer service of subscribers, advertisers and inter-company clients.

EXPERIENCE

Raza Communications Inc., Chicago, IL

General Manager (1/99-present)

- Created and implemented actions that restored the quality and profitability of wholesale products
- Oversaw distribution and packaging of more than 200,000 products
- Coordinated expansion of business into new territory
- Developed and maintained expense and revenue budgets
- Recruited, trained and supervised 20 full and part-time employees

Free Press, Chicago, IL

Alternate Delivery Manager (6/98 - 12/99)

- Oversaw contracts with Alternate Postal Delivery and 200+ delivery agents
- Assisted clients in maximizing their advertising dollar
- Developed and maintained expense and revenue budgets
- Created and implemented action plans for the delivery program's success
- Recruited and trained 20 employees
- Accountable for distribution of various products to 450,000 households

Circulation Zone Manager (2/95 - 6/98)

- Oversaw independent carriers and employees to obtain quality delivery to 32,000 households
- Promoted sales
- Ensured circulation goals had been met
- Provided statistics for future circulation growth
- Assured proper delivery of products in established areas

Providence Journal Bulletin, Providence, RI

District Operations Counselor (5/93 - 9/94)

- Maintained home delivery and single copy accounts
- Promoted sales and established routes in new growth areas
- Recruited, oriented and motivated carriers
- Conducted audits for 12 district offices

COMPUTER SKILLS

MS Office, DOS, Excel, Lotus 123, Map Info, Microsoft Front Page, Word, Word Perfect, Windows 95/98

EDUCATION

University of Michigan, Ann Arbor, MI, Degree:Bachelor of Business Administration, Major: Marketing, Completion: Spring 1998

Community College of Rhode Island, Warwick, Rhode Island, Degree: A.S. of Business Administration, Major: Business Administration, Completed Spring 1986

TRAINING

Interview and Hire the Best, Appraising Employee Performance, Operating in a Non-Union Environment, Project Management, Daryl Conyers: Managing Change

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OBJECTIVE

Desire to become a team member of a technologically driven organization that can challenge my skills and utilize my strong analytical and problem solving abilities for more advancement.

SUMMARY

I am an individual with strong technical background and ability to learn quickly. A team player with strong organizational, communication and analytical skills, who gets the job done in the most efficient way possible by giving 100% to every assignment. A self-starter, dependable and eager to show potential when given the opportunity.

TECHNICAL HIGHLIGHTS

OPERATING SYSTEMS: DOS 6.22, Windows for Workgroups 3.11, **Windows 95, Windows 98, Windows NT Server 4.0, Windows NT Workstation 4.0, Novell Netware 4.11& 5** and Red Hat Linux 5.2

NETWORK ADMINISTRATION: Designing and planning network layout, deploying software, creating user accounts and databases, assigning permissions, implementing an account policy, managing resources, monitoring and maintaining logs, troubleshooting logon problems, Access Control Lists (ACL), Agents, Actions, Views and Replication Conflicts

GROUPWARE/TOOLS: Ms Outlook, Lotus C.C Mail 6.3,Lotus Notes 4.6/5.0, Domino, Lotus Script, Java Bean Machine, JavaScript and PhotoShop designed, developed and troubleshoot Client/Server database applications.

LANGUAGES: HTML, DHTML, C++, Java and XML

PROTOCOLS: TCP/IP, NWLINK, IPX/SPX, NETBEUI and DLC installation and configuration

SOFTWARE: Ms Office 97, Irma 4.0 (mainframe), Internet Information Server 4.0, SQL, Oracle, Shiva Remote Access, Winframe Client, Adobe Acrobat, PhotoShop, Lotus Notes, Java Bean Machine, Netscape Navigator, Internet Explorer, PC Anywhere, Intelliwatch 99, Norton Utilities, Cheyenne Antivirus, WinZip

EXPERIENCE

April 1999–   **Raza Telecom**
Present   Sr Network Engineer

- Responsible for analyzing, developing and testing new tools for Notes/Domino on a test environment
- Assist and guide administrators to implement solutions and web based applications on production servers in three domains
- Assist administrators, to monitor and troubleshoot logs for replication, corruption and performance issues
- Design, develop and maintain corporate Intranets and Internet using Javascript and Html
- Plan, analyze and test groupware applications to help sales group and clients communicate efficiently
- Assist administrator with ongoing trend analysis determining current and future requirements
- Responsible for developing policies, procedures and standards for migrating servers, users, and applications to R5

JANUARY 1999–   **PHILLIPS ADVANCE TRANSFORMER**
April 1999   Analyst/Desktop Support (III) (Contract)

- Gather client requirements, plan and coordinate migration to NT 4.0 from WIN 95
- Configure and troubleshoot laptops for Dail-Up Connection (RAS) and Network Access on NT 4.0
- Support, troubleshoot and configure Lotus C.C Mail 6.3 and Lotus Notes 4.6 for 1000 users
- Assist Notes Administrators migrating users from Lotus C.C to Lotus Notes 4.6
- Install, configure and troubleshoot client emulator for AS/400, SQL and Oracle Database for NT 4.0
- Configure and troubleshoot a heterogeneous network of NT 4.0, Novell 4.11 and IBM Mainframes
- PC hardware and software installations, creating and downloading standard images using Ghost 5.0

| MAY 1998 – | BANCTEC, INC |
| JANUARY 1999 | Customer Service Engineer |

SUBCONTRACTED TO COMPUTER SCIENCE CORPORATION FOR GM ELECTROMOTIVE PLANT IN LAGRANGE, ILL.

- Support end-users and troubleshoot problems on software at the desktop and server level
- Plan and coordinate migration of users with Win 3.11 to Win 95 or Win NT 4.0
- Administer user accounts, file level access and monitor daily backups
- Configuration and Support of E-mail System (Lotus Notes 4.6)
- Install and configure standard software packages and troubleshoot network PCs
- Administer and configure Win NT 4.0,Win NT Workstation 4.0, TCP/IP, IPX/SPX and NETBEUI
- Assist peers with new connections, installations and troubleshoot network connectivity issues

| December 1997 | Devry Institute of Technology |
| May 1998 | PC Support/Technician (Part Time) |

- Assist and maintain Office 97 and custom applications on a lab environment for 500 students
- Responsible for PC hardware and software upgrades for Win 95 on Novell Network
- Responsible users accounts, configure access rights and user home directory on Novell 4.1
- Plan and coordinate backups and virus protection software updates

EDUCATION

Bachelor of Science Technical Management
Devry Institute of Technology, IL
Pursing MBA at Keller Graduate School of Management

Certifications

A+ Certified
Microsoft Certified Systems Engineer *(NT 4.0)*
Principle Certified Lotus Notes Professional (R5)
Cisco Certified Network Administrator (CCNA)

References: Submitted upon request